# DEVELOPMENT PROGRAM 600

## SHIFT LEADER

**Handouts**

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# EMPLOYEE INCIDENT REPORT-601

***Employee Incident Report Handout***

If an employee incident occurs, the following steps must be taken:

**Step 1—Immediate Actions Taken**

- Stop the task immediately and ensure the well-being of everyone involved
- If there is a serious medical emergency, IMMEDIATELY call 911
  - Notify the Area Director and HR Department as soon as possible

**Step 2—Offer First Aid and Medical Attention**

- First Aid:
  - Offer to administer first aid
  - Obtain the guest's consent before administering first aid
  - Administer first aid as necessary
- Medical Attention:
  - Drive the employee to the store-designated Urgent Care Clinic
    - A member of the management team must take the injured employee
  - Notify the Area Director and HR Department

**Step 3—Documentation**

- Complete the Employee Incident Report found on the company intranet and provide thorough and detailed information regarding the incident, including:
  - Photos of the injury
  - Video footage of the incident, if available
    - If unavailable, upload photos of what caused the injury
  - The WORKWELL acknowledgment form must be signed and uploaded to the incident report **(Texas Employees ONLY)**

**Incident reports must be completed as soon as possible and no later than 24 hours after the incident.**

**Step 4—Follow-Up and Correction**

- Conduct a thorough investigation into the incident's cause
- Work with the Director of Safety to determine corrective and/or preventative measures
- Implement corrective actions to address identified issues or behaviors

# GUEST INCIDENT REPORT-602

***Guest Incident Report Handout***

Anytime a guest incident occurs, we must respond with the following actions:

*Step 1. Immediate Actions*

- Stop the task immediately and ensure the well-being of everyone involved
- If there is a life-threatening medical emergency, call 911 without delay
  - Immediately after calling 911 notify the Area Director and HR Department
  - Secure the scene to prevent further injuries to others

*Step 2. Offer First Aid and Medical Attention* (If medical attention is required, the Manager on duty must notify the Area Director and HR Department).

- If First Aid
  - Offer to help administer first aid, following consent from the injured persons if possible, and proceed to step 3
- If Medical Attention
  - The guest is responsible for obtaining their own medical treatment. **WhiteWater Express employees are not to make recommendations of any kind regarding medical treatment.**
- Consider ambulance transport to manage liability and ensure safety in an emergency.

*Step 3. Documentation*

- Complete the Guest Incident Report found on the company intranet, providing thorough and detailed information regarding the incident.
  - Photos of both the injury and the cause of the injury must be uploaded to the incident report.
  - If available, upload video footage of the incident.

***Completing the Guest Incident Report***

The following are the tasks for completing the guest incident report:

*Inform the Customer of the Report*

We use the following statement before beginning the guest incident report:

> "Sir/Ma'am, we are taking this report to document what may have happened. I cannot give you any medical advice or recommendations, and I can only document the incident."

**We mustn't offer any medical advice or recommendations to the guest. We are simply filing this report for documentation purposes.**

*Guest Unable to Complete Report*

If you cannot gather all the necessary information from the guest, complete the report using the available information and indicate any unknown or unavailable information.

# VEHICLE INCIDENT REPORT-603

***Vehicle Incident Report Handout 1-Vehicle Incident Report***

The following are the steps for completing a vehicle incident report:

*Access the Incident Report Form*

To begin, you will first need to access the vehicle incident report form.

1. Access the Vehicle Incident Report form
2. Select Vehicle Incident Report as the "Report Type"

*Location Information*

3. Location
4. Your Name
5. Employee ID
6. Date form filled out
7. Time form filled out
8. Date of incident
9. Time of incident

*Customer Information*

10. Customer name
11. Phone number
12. Address
13. Email address
14. Unlimited Speed Club member

*Vehicle Information*

15. Year
16. Make
17. Model
18. Vehicle color
19. License plate
20. VIN

*Claim Information*

21. Select a problem description from the drop-down menu
22. Select the problem location from the drop-down menu
23. Ask the customer for their description of the event and complete the box on the form

*Photos of Damage*

24. Photo of license plate
25. Photo of VIN sticker inside of the driver-side door
26. Photos of damage (close-up, straight-on)
27. Photos of damage (wide, straight-on)
28. Photos of damage (close-up, at an angle)
29. Photos of damage (wide, at a different angle)

*Disclaimer and Signature*

30. Review the disclaimer with the customer
31. Ask the customer to review and sign the Vehicle Incident Report
32. Click Submit

***Vehicle Incident Report Handout 2-Property Damage Incident Report***

The following are the steps for completing a property damage incident report:

*Access the Incident Report Form*

1. Access the Vehicle Incident Report form
2. Select Property Damage Incident Report as the “Report Type”

*Location Information*

3. Location
4. Your Name
5. Employee ID
6. Date form filled out
7. Time form filled out
8. Date of incident
9. Time of incident

*Customer Information*

10. Customer name
11. Phone number
12. Address
13. Email address
14. Policyholder's name on the driver’s insurance
15. Insurance company policy number
16. Insurance policy date range
17. Photo of insurance policy card
18. Unlimited Speed Club member

*Vehicle Information*

19. Year
20. Make
21. Model
22. Vehicle color
23. License plate
24. VIN

*Claim Information*

25. Select a problem description from the drop-down menu
26. Select the problem location from the drop-down menu
27. Ask the customer for their description of the event and complete the box on the form

*Photos of Damage*

28. Photo of license plate
29. Photo of VIN sticker inside of the driver-side door
30. Photos of damage to WhiteWater property (close-up, wide, straight-on, at an angle)
31. Photos of damage to customer vehicle (close-up, wide, straight-on, at an angle)

*Disclaimer and Signature*

32. Review the disclaimer with the customer
33. Ask the customer to review and sign the Vehicle Incident Report
33. Click Submit

# GRIT TRAP REMOVAL-604

***Grit Trap Removal Handout 1***

The following are the items you will need as you complete the grit trap removal process:

1. A 1.5HP Float-Controlled Sump Pump

   A 1.5HP float-controlled sump pump will pump the water out of the systems and into a sanitary drain.
2. Nylon Rope

   A section of nylon rope will be tied to the 5-gallon bucket to raise and lower the bucket.
3. Drain Hose

   A hose is needed to carry liquids to the nearest sanitary drain. Ensure that the hose used is long enough to reach between the sump pump and the sanitary drain at all pump points. The hose diameter will vary depending on the sump pump being used.
4. Zip Ties

   Zip ties will be needed to attach the sump pump power cord to the nylon rope so the power cord doesn't get wet
5. Extension Cord & 3-Prong Electrical Outlet

   An extension cord may be needed to supply power to the sump pump, and a 3-prong electrical outlet will be needed to plug in the sump pump or extension cord
6. Floor Drain, Mop Sink, or Oil Separators

   To ensure the wastewater stays in the sanitary system and bypasses our grit separation tanks, a floor drain, mop sink, or oil separator will be needed
7. Tank Pumping Day Checklist

   This form records if the water was properly removed before the pumping vendor's arrival and before and after photos of the inside of the pump truck's tank. The Tank Pumping Day form can be found in the Quick Links dropdown menu on the Intranet.

***Grit Trap Removal Handout 2-Using the Pump***

The following are the steps for using the pump basket:

1. After closing, use the attached rope to slowly lower the pump until it has settled or reached the bottom of the area or tank
   - Ensure that the electrical connections on the sump pump are **NEVER** below the surface of the water
   - Ensure that the sump pump power cord and extension cord connection are **NEVER** underwater
2. Using the excess rope, anchor the pump by tying a knot on a stationary piece of equipment or other fixture
   - Grating, conveyor support, tank lid, etc.
3. Locate the nearest floor drain, mop sink, or oil separator and place the drain hose in the drain
4. Plug in the sump pump and start removing water from the system
   - The float on the pump will allow the pump to shut off automatically once the water level has dropped below the float level
5. The next morning, during the opening, the pump should be removed, cleaned, and stored away before washing customer vehicles

*Grit Trap Removal Handout 3-Tank Pumping Day Checklist*

# Tank Pumping Day Checklist

**Name** *

First

Last

**Location** *

**Date of Tank Pump** *

**Was the excess water pumped out of the tank?**

Yes No

**Water removal proceedure:**

https://docs.google.com/document/d/1Eqo1CPXE6edZ_Fj82lKTDh-h6Ca-vKRfOLltF5r8NAc/edit?usp=sharing

Verify the pumping truck tank is empty. Ask the driver to take a picture of the inside of the pumping truck tank before they start pumping the store's tank

**Picture of Pumping Truck Tank Before Pumping** *

Upload or drag files here.

**Picture of the Pumping Truck Tank After Pumping** *

Upload or drag files here.

Submit

# FACILITY SUPPORT REQUEST-605

***Facility Support Request Handout***

To submit the request, you will first need to scan the QR code. From there, you can begin filling out the form. The following is the overview of the facility support request form and what should be input into each section:

*Type of Problem*

After you have entered all of the required contact information, you will be ready to complete the remainder of the request form. The request form has three categories that can be selected on the request form. They are IT/DRB, Equipment/Maintenance and Facility.

IT/DRB is selected when you are having issues with any technology or software. This includes everything from DRB to the office computer. An example of an IT/DRB issue would be if the gates will not open for customers.

The Equipment/Maintenance selection is chosen when the issue is with a piece of equipment in the tunnel or the back room. Such as, wraps, light bars, powerpacks, injectors, etc. A good example of this type of issue is when mitters don't work. This doesn't prevent us from washing cars, but it can impact quality.

Finally, the facility option should be selected when there is an issue with the building or property. This could be an issue with signage, the parking lot, or even paint in the office.

Once you have determined the appropriate problem type selection, you will need to indicate the level of the issue.

*Issue Level*

Depending on the nature of the issue, you will need to assign a level between one and three. The higher the level, the bigger, and more impactful, the issue.

A level one issue is something that is considered a minor inconvenience. For example, needing new marketing materials or signage, replacement trash cans or the office needing new paint are all level one issues.

A level two issue occurs when our guests are being impacted by the issue. For example, two blowers not working would affect the dryness of customer vehicle, thereby, impacting guests. Additionally, a wrap or mitter not functioning could affect the application of soap, waxes and overall cleanliness of the vehicles.

The final, and most severe, level is level three. A level three issue is one that prevents you from washing cars such as an issue with the chain. Any level three requests should be submitted as soon as possible. Additionally, if you are submitting a level three issue, you will need to call the Area Director, and/or any support staff, to inform them of the issue before submission of the request.

Any time the car wash is closed due to a maintenance issue, there will need to be employees stationed before the pay stations to inform customers of the closure and provide an estimated time of reopening. Additionally, customers can be directed to use the vacuums while they wait for the wash to reopen.

*Support Needed*

Once you have indicated the area and level of the issue, you will need to identify the problem more specifically. The list of options will differ depending on which type of problem you have indicated and the options will be related to common problems in that area. If you do not see the item that you are having issue with, you will need to select the “Other” option.

*Issue Details*

The next step in the process is to provide details about the issue you are experiencing. In this section, it is important to provide as much detail as possible about the issue and the symptoms of the issue. The more information is recorded, the better, and faster, the facility team can lend their support to your store. Details may include part names or numbers, location of issue, effects the issue is having on production or quality, etc. Clear communication is key critical to resolving issues quickly and effectively.

*Troubleshooting*

In the request, you will also need to detail any troubleshooting that has already taken place in regards to the issue at hand. This allows the facility team to eliminate the solutions you have already tried from their list of possible solutions. It may also allow for quicker resolution of the issue. Again, the more detailed you are, the better the information in this section.

*Pictures*

This section allows you to add a photo, or photos, of the issue and the specific area where the issue has taken place. These pictures help provide clues as to what is wrong and what the solution may be. Ensure that you upload clear, visible photos so that the team can accurately assess what they are seeing. You may be asked for additional photos later, but you should add as many relevant photos as possible to the request.

*Alarm Code*

Finally, for Equipment/Maintenance and Facility requests, you will need to input the alarm code for the store. This allows the facility team to access the location before or after hours to complete any repairs or maintenance. If you do not know your locations alarm code, you will need to ask a manager.

Now that you have learned and understand why we submit facility support requests, and how to submit them, you will be able to provide additional help when any issue arises at the car wash. The more people who can respond to an issue, the quicker we can report and resolve the issue. This increases our operational efficiency and allows us to consistently provide top-quality car washes to our customers.

# PAY STATION HARDWARE (DRB)-608

***Pay Station Hardware (DRB) Handout***

The following is a list of the main components of a pay station

*Touchscreen Display*

An interactive display for customers to select services, make payments, and receive instructions.

*Receipt Printer*

Print receipts for customers after transactions. It requires regular paper replacement.

*Card Reader*

A magnetic stripe and EMV chip card reader for processing credit and debit card payments.

*Barcode Scanner*

Scans barcodes from coupons and.

*Cash Acceptor*

Accepts cash payments and provides change if equipped with a cash dispenser.

*Receipt Paper Storage*

Compartment for storing receipt paper rolls.

*Internal Computer*

Manages all terminal operations, transactions, and car wash management system interfaces.

*Communication Module*

Connects the XPT to the central system for real-time transaction processing and data management.

*Security Features*

Locks and anti-tampering mechanisms to secure the terminal and its components.

*Power Supply*

Provides power to all terminal components. Often includes a battery backup for power outages.

*External Housing*

A durable, weather-resistant enclosure that protects the internal components from environmental elements.

*Maintenance Access Points*

Doors and panels for authorized personnel to perform maintenance, repairs, and paper replacement.

*Audio System*

Speakers for audible instructions and feedback to the user.

*Network Connectivity*

Ethernet or wireless modules to ensure the terminal is connected to the car wash's network and backend systems.

# PAY STATION TROUBLESHOOTING (DRB)-609

***Pay Station Troubleshooting (DRB) Handout***

The following are the common issues encountered at the pay station and the troubleshooting steps for each one.

***Pay Station Displays Red Screen with "Out of Service" Message***

1. Check Term Status
   - Verify the status at one of the terminals.
   - If the status indicates “Paper Out,” open the main door and replace the receipt printer paper. Check for a paper jam.
2. Device Errors
   - For issues related to the “Mag Card Reader” or “Scanner,” unplug and replug the USB cables on the carrier board. Reboot or hard reset the pay station if necessary.

***Pay Station Not Processing Memberships Correctly***

1. Enter Maintenance Mode
   - Hold down the HELP button and select Maintenance Mode.
   - Enter your employee number or scan your badge.
2. Enable and Test Hardware
   - Select the desired button to test. The status should read “OK.”
   - If not, begin troubleshooting, which may involve enabling and disabling devices to reset them.

***Barcode Reader Malfunction***

Power Cycle the Pay Station

- Use the large power switch at the bottom right of the XPT against the enclosure's back wall to power cycle.
- If the issue persists, the reader may be faulty, and a Facility Support Request must be submitted.

***RFID Reader Not Reading Membership Stickers***

Check RFID Reader

- Enter the “Main Status Screen” by removing the top barrel lock and entering your employee number and password or holding down the hidden button next to the “Help” button.
- Ensure the reader is enabled and test the hardware. It should read “OK.”